

**FMLASource®**

**Leave of Absence Administration and Resources**



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# Employee Submits Absence Request

* Employee submits absence request to us via website, phone or mobile app.
* Employees will be prompted to provide their ID number and their health care provider’s name and fax number during the intake
* We will explain the leave process and company policies

# We Issue the Leave Request Packet

* Within 5 business days of the request, we will verify eligibility and send: Leave “Request Letter”, “Your Next Steps” documents, required rights and responsibilities documents, blank medical certification form and any applicable return to work documentation
* The employee should work with their health care provider to ensure medical documentation is completed and returned to us within 15 days

# We Review the Medical Documents

* Completed medical documentation is due 15 days after issuance, plus your grace period
* Incomplete paperwork: additional 7 days to “cure”

- If insufficient, we may reach out to the employee’s health care provider (if authorized) for any incomplete information

* Once we receive the completed documents, we review them in order to issue a decision

## We Issue the Decision | 5 Business Days (Once we receive all completed documentation)

* We will send: Leave “Decision Letter” indicating approval, denial or partial approval, “Your Next Steps” document and any applicable return to work documentation
* The employee should be directed to contact us with any questions, leave updates, and confirmation of their return to work date

# Resources

## Leave of Absence Support

**Service Inbox:** [**Employerconnect@fmlasource.com**](mailto:Employerconnect@fmlasource.com)

* General FMLA questions and status updates
* Leave adjustments: revision of dates, adding extensions, return to work confirmation, track time, share medical documentation

**24/7 Online Portal:**

* **Request:** a new leave or track time on behalf of an employee
* **View:** employee’s leaves, current status, correspondence
* **Access:** frequently asked questions, customize and run reports

**Mobile App:**

* On-the-go access to available through iTunes or Google play
* Login process is the same for both the app and the website